

# Who To Contact?



- **Topline Data**
- **LPC Cloud/Tapscan Web**  
(Diary market software)
- **eRanks**
- **Order/Billing Questions**
- **Training and Consulting**
- **Data Dos and Don'ts**
- **Sign In Help:**
  - <https://www.rrconline.org>  
Click "Forgot Sign In" button
  - <https://answers.nielsen.com>  
Once Access Manager has set up user, user may click "forgot password" or call support
- **Using Nielsen Software**  
(Analysis Tool, Weeklies, Tapscan, PDA Web, Scarborough)
- **General Questions and anything else not on this list!**

**Phone:** (301) 774-6686  
**Email:** [rrc@rrconline.org](mailto:rrc@rrconline.org)



- **Nielsen Answers and Software Installation:**

**Phone:** 1(800) 543-7300  
**Email:** [clientsupport@nielsen.com](mailto:clientsupport@nielsen.com)

- **Station Relations Team\*\***
  - Station Information Packet (SIP)
  - Station acquisitions
  - Call letter changes
  - Frequency swaps
  - Total line reporting
  - Format
  - Network affiliation

**Phone:** (667) 786-4710  
**Email:** [rsimail@nielsen.com](mailto:rsimail@nielsen.com)

**\*\*The RRC should also be notified of station changes. Email us at [rrc@rrconline.org](mailto:rrc@rrconline.org)**

- **Encoding Issues**

**Phone:** (800) 537-4872 option 3  
**24 Hour Hotline:** (866) 767-7212

- **Public Use of Data**
  - Running Promotions
  - On-air, Print, Social, Web, etc.

**Contact:** Nick Freeling  
**Email:** [nick.freeling@nielsen.com](mailto:nick.freeling@nielsen.com)  
(667) 786-4550

<https://www.rrconline.org>

USERNAME: \_\_\_\_\_

PASSWORD: \_\_\_\_\_

<https://answers.nielsen.com/>

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PASSWORD: \_\_\_\_\_